



HEALTH & SAFETY

GUIDELINES FOR CLIENTS AND TEAM MEMBERS

The health and safety of our Team Members and clients is top priority and paramount to the resiliency of the hospitality industry. The following protocols have been established throughout the country and will serve as subsequent measures to be taken beyond specific facility guidelines that are existing or evolving.

****See below for UPDATED GUIDANCE FOR FULLY VACCINATED EMPLOYEES ONLY – Effective May 13, 2021**



****FOR FULLY VACCINATED TEAM MEMBERS REPORTING TO WORK ONLY**

Fully vaccinated people can:

- Resume activities without wearing mask or physically distancing, except where required by federal, state, local, tribal, or territorial laws, rules and regulations, including local business and workplace guidance.
- Resume domestic travel and refrain from testing before or after travel or self-quarantine after travel.
- Refrain from testing following a known exposure, if asymptomatic, with some exceptions for specific settings.
- Refrain from quarantine following a known exposure, if asymptomatic, with some exceptions for specific settings.
- Refrain from routine screening testing if feasible.

For now, fully vaccinated people should continue to:

- Get tested if experiencing COVID-19 symptoms.

In general, people are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine

If you do not meet these requirements, regardless of your age, you are NOT fully vaccinated. Keep taking all precautions as outlined in this protocol until such time that you are fully vaccinated.

REPORTING TO WORK AND OFFICE PROTOCOLS

TEAM MEMBERS REPORTING TO WORK AND OFFICE PROTOCOLS

- Staff will be instructed to stay home if they do not feel well.
- Staff will have no-contact thermal temperature checks with data logged daily.
- Staff will be denied entry to the facility if temperature is elevated.
- Staff members will wear face masks when there is direct interaction with others until further notice.
- Work schedules will be staggered so no one arrives or leaves at the same time.
- Specify doors for entry and exit for all spaces so flow is in one direction, if applicable.
- Arrange workstations a minimum of 6 feet apart. No face-to-face layouts.
- Breakrooms will be rearranged to prevent close proximity or face-to-face seating and be limited to 10 team members at a time. After break, no entry for ten minutes after the room is disinfected.
- All workspaces will be cleaned and disinfected prior to employee leaving by following CDC guidelines for sanitizing and cleaning.

INTERACTING WITH BUILDING STAFF, VENDORS, AND ATTENDEES



TEAM MEMBERS REPORTING TO WORK AND OFFICE PROTOCOLS

- Staff will be instructed to stay home if they do not feel well.
- Staff will have no-contact thermal/temperature checks and data logged daily.
- Staff will be denied entry to the facility if temperature is elevated.
- Staff members will wear masks when there is direct interaction with others until further notice.
- Work schedules will be staggered so no one arrives or leaves at the same time.
- Specify doors for entry and exit for all spaces so flow is in one direction, if applicable.
- Arrange workstations a minimum 6 feet apart. No face-to-face layouts.
- Breakrooms will be rearranged to prevent close proximity or face-to-face seating and be limited to 10 team members at a time. After break, no entry for ten minutes after the room is disinfected.
- All workspaces will be cleaned and disinfected prior to employee leaving by following CDC guidelines for sanitizing and cleaning.

SERVICE DESK OPERATIONS



SERVICE DESK OPERATIONS PROTOCOLS

- One Team member per service desk location and at least six feet of distancing from neighboring service desk.
- A Plexiglass/plastic barrier will be placed between service desks and customers, separating all face-to-face interactions with the client.
- When a Smart City team member will not staff a service desk, appropriate signage will be available for guest to contact Smart City personnel utilizing their own communication device.
- Signage promoting social distancing and hand washing will be displayed.
- Masks must always be worn during service desk shifts.
- Hand sanitizer will be available for team members and clients at the service desk.
- Service desk and equipment that must be touched, such as monitors, keyboards or other equipment, will be cleaned and disinfected at least once per hour and upon all service desk shift change.
- Requests for pricing will be available through QR code displayed at the service desk.
- All rental equipment and material (phones, network switches, adapters, cables, etc.) will be sanitized and disinfected following the below outlined procedures (Service Installation and Equipment Delivery Protocols) upon its return to our warehouse or storage room.

INSTALLATION AND EQUIPMENT DELIVERY



SERVICE INSTALLATION AND EQUIPMENT DELIVERY PROTOCOLS

- All technicians will wear a mask at a minimum and any other PPE required in the venue, while providing services throughout the building.
- Technician tools to be disinfected before and after each shift.
- Employees and technicians will not sit next to each other on battery-powered carts or transport vehicles like trucks and vans. All carts and/or scooters will be wiped down before and after each use.
- Supervisors will be designated as Sanitation Technicians and will be responsible for following sanitation and disinfection guidelines and will perform and assist in performing required cleaning procedures.
- All rental equipment and material (phones, network switches, adapters, cables, etc.) will be cleaned (wiped down to remove dirt and debris) and disinfected (sprayed and/or wiped down using a CDC approved COVID-19 disinfectant solution). Rental equipment installed prior to the customers arrival or when the customer is not present, will be tagged so that the client knows it was disinfected after installation. Any equipment that the client picks up from a Smart City service desk will be in a sealed plastic bag for the client.
- Any equipment that requires a Smart City technician to install at the booth/meeting room/event space will be done following strict CDC guidelines. The technician will disinfect and tag all equipment prior to leaving the space.
- All service lines installed (telephone, internet cables) will be installed using normal installation procedures. However, after the connection is tested for quality assurance, and before the recipient of the service arrives onsite, Smart City technicians will disinfect the final six feet of the service line and tag the line with a disinfected notification card listing the date of install.
- During situations where a technician needs to troubleshoot a client's device, Smart City technicians will kindly ask the end-user to adhere to the six-foot physical distance rule. The technician will provide support wearing all appropriate PPE gear.